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**General Services Administration  
Vendor Customer Self Service (VCSS)  
Pegasys 7.8 User Guide (Vendor)**



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# Introduction

## **1.1 General Information**

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This User Guide Document documents the user guide for actions performed in the Vendor and Customer Self-Service (VCSS) v7.8 application to facilitate the integration between VCSS and Pegasys. This document references the VCSS application using GSA-specific information. GSA has opted to disable the procurement functionality in the VCSS application.

## 2 Award/Order

Registered users with invoicing rights will be able to search for their Awards and/or Orders from the Award/Order Search page. The award or order must be chosen before the invoice can be created.

### 2.1 Searching for an Award or Order

1. From the left side menu on the Home page, select **Electronic Invoicing → Order Search**. The Award/Order Search page displays.

**Figure 1: Award Order Search**

VCSS / Electronic Invoicing / Award/Order Search

#### Award/Order Search

Type: All

Base Award/Order Number:

Document Title:

From Effective Date:

To Effective Date:

Base Solicitation Number:

☐ Profile-based

PSC Code:

NAICS Code:

SIC Code:

No results

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals											

10 per page << Page 1 of 1 >>

2. Enter any pertinent search criteria starting with Base Award/Order Number, to reduce the number of results returned. If searching by the Award/Order number does not return results, enter in the Vendor information and/or Effective Date parameters, and try the search again. If no results are returned, try searching again with the vendor's UEI number. If users still do not find their order, they will need to contact VCSS Accounts Payable at [kc-acctspayable.vcss@gsa.gov](mailto:kc-acctspayable.vcss@gsa.gov) and email should state that they cannot find their order searching by either Order # or UEI and request assistance.
3. Select [Search]. The results display in the search results table.

The following summary information displays in the invoice search results table:

**Document Number, Transaction Number, Solicitation Number, Vendor Code, Vendor Address, UEI, EFT Indicator, Account Name, DUNS+4, Vendor Name, Amount, Effective Date, Type, Document Status.**

### 3 Invoices

Registered users with invoicing rights can view and create invoices in VCSS. Users will create referenced invoices. These invoices must reference orders currently in the VCSS system.

Once an invoice has been created, the user may save the invoice as a draft or submit the invoice. Saving an invoice as a draft allows the user to work on an invoice, save the invoice, and return to complete it later. The user may delete a draft invoice at any time.

In addition to saving an invoice, the user may submit the invoice. Once an invoice is submitted, it is sent to Pegasys. The invoice is accepted or rejected in Pegasys, and the user receives an e-mail notification of the updated status. The user may not delete an invoice once it has been submitted but the invoice can be withdrawn. An invoice only can be withdrawn if it has not been liquidated (partially or fully) by a disbursed payment. A withdrawn invoice cannot be resubmitted, but the information from the withdrawn invoice can be copied to a new invoice to be submitted. Additionally, a rejected invoice may be resubmitted via VCSS.

Once the vendor submits an invoice in VCSS, the invoice is sent electronically to Pegasys for processing. Payment will be made to the vendor through Pegasys after GSA submits the receiving report stating that the goods/services have been received and accepted. The payment will be posted to VCSS, allowing the vendor to track the status of the invoice and corresponding payment. **(Refer to Section 4 for more information regarding payment functionality.)**

#### 3.1 Creating a Referenced Invoice

A user should follow the steps below to create a referenced invoice.

1. From the Award/Order Search page, search for the order that the invoice will reference. **(Refer to Section 2.1 for more information regarding the Award/Order Search page.)**
2. Select the order to reference by selecting the checkbox to the left of the record and selecting the **[Create Referenced Invoice]** button.

**Figure 2: Create Referenced Invoice Button**

Document Number	Transaction Number	Solicitation Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Amount	Effective Date	Type	Document Status
Totals								\$45,192,294.74			
<input type="radio"/> GP0329403-5	GP0329403-GP		00081			RICOH USA	043964519	\$22,005.12	04/16/2020	ORDER	Amended
<input checked="" type="radio"/> GP0393169-06	GP0393169-GP		00081			RICOH USA	043964519	\$17,052.02	01/16/2020	ORDER	Corrected
<input type="radio"/> GP0773604-1	GP0773604-GP		00011			TWENTYEIGHTY STRATEGY EXECUTION, INC.	120840798	\$14,300.00	01/24/2020	ORDER	Amended
<input type="radio"/> GP0833686-PA01	GP0833686-GP		00081			RICOH USA	043964519	\$7,568.36	02/28/2020	ORDER	Amended
<input type="radio"/> GP0840341-3	GP0840341-GP		00093			XEROX	039860122	\$15,893.40	01/29/2020	ORDER	Amended
<input type="radio"/> GP0860814-PA01	GP0860814-GP		00005			CANON U.S.A., INC.	116194192	\$6,318.77	02/05/2020	ORDER	Amended
<input type="radio"/> GP0870528-IT05	GP0870528-GP		00001			CANON FINANCIAL SERVICES, INC.	021974928	\$20,097.36	04/03/2020	ORDER	Amended
<input type="radio"/> GP0887898-IT03	GP0887898-GP		00001			CANON FINANCIAL SERVICES, INC.	021974928	\$9,015.60	04/15/2020	ORDER	Amended
<input type="radio"/> GP0899801-IT03	GP0899801-GP		00001			CANON FINANCIAL SERVICES, INC.	021974928	\$20,973.72	04/03/2020	ORDER	Amended
<input type="radio"/> GP0905976-002	GP0905976-GP		00001			CONCENTRIX CVO CORPORATION	025750394	\$28,608,204.28	04/23/2020	ORDER	Amended
View Create Referenced Invoice								10 per page << Page 1 of 6 >>			

### 3.1.1 Invoice Information Tab

#### Tab Navigation

- **Invoice Information:** Directs the user to the Invoice Information page.
- **Lines:** Directs the user to the Lines page.
- **Attachments:** Directs the user to the Attachments page.

The Invoice Information tab captures the general information, shipping information, discount information, and invoice office information.

**Figure 3 Invoice Information Page**

VCSS / Electronic Invoicing / Create Invoice / Create Referenced Invoice / Invoice Information

#### INVOICE INFORMATION

Invoice Information | Lines | Attachments

---

General Information

\* Invoice Number

Document Title

☐ Unreferenced Invoice Flag

Credit Amount

Invoiced Amount \$0.00

Currency USD

Vendor

\* Code 230334400

\* Address Code 00081

UEI K8NNV2MH8AE6

EFT Indicator

Name RICOH USA

DUNS+4 / BPN+4 043964519

Agency

Bureau

Invoice Date

Invoice Resubmission Date

Status Draft

Description  
Amendment is made to extend the service for one Ricoh Copier Lease and Full Maintenance Services until October 31, 2015.  
Ricoh MP7001SP S/N: V7095900382

Referenced Documents

BPA

Contract

Order GP0393169

Verify Save Submit Audit Delete

The **Invoice Date** field defaults to blank and remains read-only. Upon saving or submitting the invoice, the field is updated to the current date.

The **Invoice Resubmission Date** field defaults to blank and remains read-only. The **Invoice Resubmission Date** is updated to the current date when the invoice is re-submitted after initially being rejected by GSA.

The **Currency** field pre-fills with 'USD', and cannot be changed.

The **Status** field defaults to 'Draft' and remains read-only. Upon submitting the invoice, the field is updated to 'Pending Acceptance'.

The **UEI** field pre-fills with the Unique Entity Identifier that the user is associated to and remains read-only.

The **EFT Indicator** (Previously DUNS+4) field pre-fills with the EFT Indicator that the user is associated to (or selected on the Invoice References page) and remains read-only.

The **Order** field pre-fills with the order number selected from the Award/Order Search page. The **Discount Terms** information pre-fills from the award or order reference, if there was Discount Information on the order.

The **Invoice Office information** pre-fills from the selection made on the Invoice References page, or if there is only one invoice office record in VCSS from that record, and remains read-only.

1. Complete the following required field:
  - a. Invoice Number (**\*NOTE: Use only alphanumeric characters , all caps, no spaces, no special characters**)
2. Complete the following field if needed:
  - a. Delivery Date (If applicable)

After entering in the required information, the user needs to select the **[Lines]** tab to continue.

### 3.1.2 Lines Tab

The Lines tab captures the line detail and shipping information for each invoice item.

**Figure 4: Lines Tab**

VCSS / Electronic Invoicing / Create Invoice / Create Referenced Invoice / Invoice Information / Lines

**LINES**

Invoice Information | **Lines** | Attachments

1 - 6 of 6 results

Line Number	Commodity Name	Quantity	Unit Of Issue
<input checked="" type="checkbox"/> 0001			
<input type="checkbox"/> 0002			
<input type="checkbox"/> 0003			
<input type="checkbox"/> 0004			
<input type="checkbox"/> 0005			
<input type="checkbox"/> 0006			

10 per page << < Page 1 of 1 > >>

The user should follow the continued steps:

1. Select the Line Number 0001, the line detail will be editable.
2. In the Line Detail section, add the amount of the total invoice in the Invoice Line Amount.
3. Enter in the Commodity Name, Source Number, Period of Performance Start Date and End Dates, only if applicable.
4. Select the **Save** button.

**Figure 5: Line Detail Section**

Line Detail

Commodity Name

Quantity

Unit Price Amount \$0.0000

Invoice Line Amount \$0.00

Source Number

Period of Performance Start Date

Description  
1 Ricoh MP7001SP \$248.32 mo,  
\$2979.84 yr, POP 03-01-2010 to 02-  
28-2011, POC: Bonnie Ricard 907-271-  
3940

Unit of Issue

PSC

NAICS

SIC

NSN

Period of Performance End Date

Referenced Documents

BPA

BPA Line Number

Sub BPA Line Number

Contract GS00A09AAD0054 230334400

Contract Line Number

Sub-contract Line Number

Order GP0393169 230334400

Order Line Number 0001

Verify Save Submit Audit Delete

After entering in the required information, the user needs to select the [Attachments] tab to continue.

### 3.1.3 Attachments Tab

The user has the option to add attachments to the invoice on the Attachments tab. In order to add attachments to an invoice, the invoice must be saved first.

1. To add an attachment, select the [Attachments] tab. The Attachments page displays.

**Figure 6: Attachment Tab**

VCSS / Electronic Invoicing / Create Invoice / Unreferenced Invoice Information / Attachments

ATTACHMENTS

Unreferenced Invoice Information Lines Attachments

Uploaded file Choose File No file chosen Add

No results

Title	Size (bytes)	Content Type
-------	--------------	--------------

Delete View

10 per page << < Page 1 of 1 > >>

Go to top of Main Content

### Actions

- [Choose File...]: Directs the user to their Local Machine files.
- [Add]: Adds the selected file to the invoice.
- [View]: Directs the user to the File Download window to open or save the attached file.
- [Delete]: Deletes the selected attachment from the invoice.

How to use the actions:

1. Select the [Choose File...] button. The Choose File window displays.
2. Select a file from the Choose File window.



3. Select the **[Open]** button. The Choose File window closes and the path of the selected file is in the File field.
4. Select the **[Add]** button. The selected file is added to the invoice.
5. The following summary information displays in the attachments table: **Title**, **Size (bytes)**, and **Content Type**.
6. To delete an attachment, select the attachment to be deleted.
7. Select the **[Delete]** button. The selected attachment is deleted from the invoice.

## 3.2 Submitting an Invoice

In order to submit an invoice, the invoice must pass all validations. The user may select the Verify button in order to check the status of the validations before submitting or select the Submit button, which also runs the validations.

1. To submit an invoice, if the invoice is not opened, open the invoice in edit mode.
2. Select the **[Submit]** button.

The validations are run, the invoice is saved, and the user is returned to the previous page with the successful submission message displayed. If the invoice does not pass validations, the user is directed to the Messages page, which displays the problem(s) preventing submission.

## 3.3 Allow for Input Files

The Allow for Input files in VCSS enhancement provides a mechanism to allow vendors to upload invoices into VCSS in an attempt to reduce the data entry required with entering multiple invoices into VCSS. This item will not replace the existing process for creating invoices in VCSS, but will complement the existing functionality by providing an alternative method to users for entering multiple invoices in VCSS through a file upload process using comma-separated value (CSV) formatted spreadsheets (sample screenshots shown in below).

**Figure 7: Invoice Upload Execution Review Query**

VCSS / System Administration / Administration / Invoice Upload Execution Review Query

### Invoice Upload Execution Review Query

From Date:

To Date:

Confirmation Number:

File Name:

Status:

No results

File Name	Confirmation Number	Date/Time	File Type	Size (bytes)	Status
View Batch Log					

Go to top of Main Content

10 per page Page 1 of 1

This enhancement includes the following changes to existing functionality.

- Update of Electronic Invoicing menu structure to provide a new option for uploading invoices into VCSS.
- Update of System Administration menu structure to provide a new option for reviewing the status of the invoice upload batch process executions.
- The addition of “Invoice Upload Confirmation Number”, “Invoice Upload File Name”, and “Invoice Upload Date/Time” to the Invoice Search page as search criteria and displaying in the search results.
- The addition of “Batch Number” and “Invoice File” to the invoice view. The fields always will be read-only on the invoice and will be populated by the system if an invoice is created in the system via the invoice upload batch process.
- The Invoice Office Code and Invoice Office Address Code will no longer be required fields on the VCSS Invoice, but will remain as optional fields.
- Addition of a “Default Invoice Upload Security Organization” to the VCSS System Settings. This will only control access to data on the Invoice Upload Execution Query. This Security Organization will not be used for securing attachments associated with a created invoice in VCSS.

### 3.4 Searching

Users may search for invoices created by the associated vendors.

1. To search for an invoice from the Home page, select **Electronic Invoicing → Invoice Search**. The Invoice Search page displays.

**Figure 8: Invoice Search Page**

VCSS / Electronic Invoicing / Invoice Search

#### Invoice Search

Invoice Number

Document Title

From Invoice Date  To

Invoice Upload

Confirmation Number

File Name

File Date/Time

☐ Unreferenced Invoice Flag

Status

☐ Draft ☐ Pending Payment

☐ Submitted ☐ Paid

☐ Pending Review ☐ Withdrawn

☐ Invoice Accepted ☐ Pending Withdrawal

☐ Invoice Rejected ☐ Failed Withdrawal

Vendor ★

Address Code

Code

UEI

EFT Indicator

Name

DUNS+4 / BPN+4

Search Clear

1 - 10 of 72 results

Invoice Number	Document Title	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Document Date	Status	Unreferenced Invoice Flag	Confirmation Number	File Name	File Date/Time	Invoiced Amount
<a href="#">Create Referenced Invoice</a> <a href="#">Audit</a>													

2. Enter the desired search criteria in the following fields:

- a. DUNS+4/BPN+4
  - b. UEI
  - c. EFT Indicator (DUNS+4)
  - d. Invoice Number
  - e. Document Title
  - f. From Invoice Date
  - g. To Invoice Date
  - h. Status
3. Select the **[Search]** button. The results display in the search results table.

The following summary information displays in the invoice search results table: Invoice Number, Document Title, Account Code, UEI, EFT Indicator (Previously DUNS+4), Account Name, DUNS+4/BPN+4, Document Date, Status, Unreferenced Invoice Flag, Confirmation Number, File Name, File Date/Time, and Invoiced Amount.

## 3.5 Viewing

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Users may view invoices created for the associated vendors. An invoice may contain up to four sections for viewing: Invoice Information, Itemized Lines, Attachments, and Referenced Payments. Depending on the status, the user may take various actions on the viewed invoice. Invoices with a status of 'Draft' or 'Rejected' can be edited and deleted. Invoices with a status of 'Pending Acceptance', 'Accepted', or 'Payment Cancelled' can be withdrawn. Invoices with a status of 'Pending Payment' can be withdrawn if none of the referencing payments are disbursed (i.e., in a status of 'Paid'). Invoices with a status of 'Paid' can only be viewed. Finally, invoices with a status of 'Withdrawn' can be viewed and copied to a new draft invoice.

1. To View an invoice, search for the invoice to view. (**Refer to Section 3.4 for more information regarding searching for an invoice.**)
2. Select the checkbox next to the invoice and select the **[View]** button or select the **[Document Number]** hyperlink to view the invoice. The Invoice Information page displays. The user may view all of the invoice information in read-only mode.
3. To view referenced payments for an invoice, select the **[Referenced Payments]** tab, if available. The Referenced Payments page displays.

**Figure 9: Referenced Payment Tab**

VCSS / Electronic Invoicing / Invoice Search / Invoice Information / Referenced Payments

**REFERENCED PAYMENTS**

Invoice Information | **Lines** | Referenced Payments | Review Correspondence

1 - 1 of 1 results

Payment Document Number	Address Code	Name	DUNS+4 / BPN+4	Code	Schedule Date	Status
<input type="radio"/> P6-P620150429000010	00002	PASHA FREIGHT	011391158	942279544	05/01/2015	Paid

10 per page << < Page 1 of 1 > >>

Expand All Collapse All

General Information

Payment Document Number		Schedule Date	
Payment Date		Payment Amount	
Status		Disbursed Amount	
		Check Number	
		EFT Number	

Vendor

Address Code	
Code	
UEI	
EFT Indicator	
Name	

Withdraw Send New Message Audit

4. Select a payment.

The following summary information displays in the payments table, is pre-filled and remains read-only: **Payment Number, UEI, EFT Indicator, DUNS+4, Payment Date, Status, Schedule Date, Payment Amount, Disbursed Amount, Check Number, and EFT Number.**

**NOTE: The Payment Date field will be null if the payment has a status of ‘Pending Payment’.**

**NOTE: The Check Number and EFT Number fields will be null if the payment has a status of ‘Pending Payment’.**

### 3.6 Withdrawing an Invoice

The user can withdraw previously submitted invoices. An invoice can only be withdrawn if there are no referencing payments in a status of ‘Paid’.

- To withdraw an invoice from the Invoice Search page, select the checkbox beside the Document Number and select the **[Withdraw]** button.

**Actions:**

- [Withdraw]:** Withdraws the invoice from Pegasys.
  - [Send New Message]:** Directs the user to send a new correspondence message to Pegasys. **Refer to Section 5 for more information on sending Messages.**
- Select the **[Withdraw]** button. An informational message appears stating “You are about to withdraw this invoice”.
  - Select the **[OK]** button to continue withdrawing the invoice. The invoice is withdrawn.

### 3.7 Resubmitting an Invoice

Once an invoice is submitted, it is sent to Pegasys. A Pegasys user either accepts or rejects the submitted invoice. If the invoice is rejected, the user may correct and resubmit the invoice.

1. To resubmit a rejected invoice from the Invoice Search page, select the checkbox beside the document number for the invoice.
2. Select the **[Edit]** button. The Invoice Information page displays in edit mode.
3. Update the invoice as necessary. (**Refer to Section 3.1.1 for more information regarding completing an invoice.**)
4. Select the **[Submit]** button. The validations are run, the invoice is saved, and the user is returned to the previous page with the successful submission message displayed.

### 3.8 Transmitted Itemized Order Corrections

VCSS allows GSA’s vendors to submit invoices electronically to Pegasys, referencing awards and orders posted by GSA.

This will ensure that vendors are presented with the most current order information, which will facilitate the submission of more accurate invoices by vendors from VCSS.

Additionally, attachments associated with these order corrections will also be available for viewing from VCSS if the attachment meets the requirements for transmission to VCSS. If an attachment is associated with an order in VCSS, the user can select the **Attachments** tab at the top of the page of the order when viewing it.

**NOTE: In an Order/Award search, the order status will show if the order has been Corrected, Amended, or Initially submitted (Initial).**

**Figure 10: Order Attachments Page**

VCSS / Electronic Invoicing / Order Search / Order Information / Attachments		
ATTACHMENTS		
Order Information	Lines	Attachments
1 - 1 of 1 results		
Title	Size (bytes)	Content Type
Sample attachment.docx		
View		10 per page

If an order that is in VCSS is updated in Pegasys to contain a vendor without a VCSS Vendor Registration Number (VRN), that order will no longer be viewable in VCSS through the use of the existing “Remove from View” flag on the VCSS Order table.

### **3.9 E-Mail Notifications**

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VCSS sends the following e-mail notifications regarding invoices:

- VCSS sends an e-mail notification to the user who submitted the invoice when the invoice is accepted by Pegasys. The e-mail contains the updated status and invoice details.
- VCSS sends an e-mail notification to the user who submitted the invoice when the invoice is rejected by Pegasys. The e-mail contains the updated status, invoice details, and a rejection reason.

## 4 Payments

VCSS allows registered users to search for and view payments.

Payment will be made to the vendor through Pegasys after GSA submits the receiving report stating that the goods/services have been received and accepted. The payment will be posted to VCSS, allowing the vendor or customer to track the status of the invoice and corresponding payment.

**NOTE: For more information on Receivables and Billing transactions in VCSS, please refer to the Billings and Accounts Receivable (BAAR) User Guide 8, Section 5.**

### 4.1 Searching

Users can search for payments posted to the vendors they are associated to.

1. To search for payments from the Home page, select **[Vendor Payment Search]** under the Electronic Invoicing Menu. The Vendor Payment Search page displays.

**Figure 11: Vendor Payment/Refunds Search**

VCSS / Electronic Invoicing / Vendor Payment/Refunds Search

### Vendor Payment/Refunds Search

The fields designated as (OFP) indicate the fields that are Optimized For Performance when executing a search on this page.  
At least one OFP field must be populated without any wildcards in order to prevent searches that could cause a system timeout and/or overall degraded system performance for all users.

Payment Number

Invoice Number (OFP)

From Invoice Date  To

From Schedule Date  To

Status

☐ Pending Payment

☐ Paid

Vendor

Account Code (OFP)

Code

UEI

EFT Indicator

Name

DUNS+4 / BPN+4

Search

Clear

No results

Payment Number	Account Code	UEI	EFT Indicator	Account Name	DUNS+4 / BPN+4	Schedule Date	Status	Payment Amount	Invoice Number	Invoice Date
Totals										

View

10 per page

<< Page 1 of 1 >>

Audit

#### Actions:

- a. **[Search]**: Performs the search based on the entered search criteria.
  - b. **[Clear]**: Clears the entered search criteria.
  - c. **[View]**: Directs the user to the Payment Information page.
  - d. **[Audit]**: Directs the user to the Audit Log Query.
2. Enter the desired search criteria using the following fields:
    - a. **DUNS+4/BPN+4**

- b. **UEI**
- c. **EFT Indicator** (Previously DUNS+4)
- d. **Payment Number**
- e. **Invoice Number**
- f. **From Invoice Date**
- g. **To Invoice Date**
- h. **From Schedule Date**
- i. **To Schedule Date**
- j. **Status**

**NOTE: It is recommended that any fields marked as OFP be populated prior to executing any search. (i.e., Invoice Number (OFP)).**

3. Select the [**Search**] button. The results display in the search results table.

The following summary information displays in the payment search results table:

**Payment Number, Account Code, UEI, EFT Indicator** (Previously DUNS+4),  
**Account Name, DUNS+4/BPN+4, Schedule Date, Status, Payment Amount, Invoice Number, and Invoice Date.**

## 4.2 Viewing

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Users can view the payments of associated vendors.

1. To view a payment from the Vendor Payment Search page, select the checkbox next to the payment and select the [**View**] button. The Vendor Payment Information page displays.



**Figure 12: Vendor Payment Information Page**

VCSS / Electronic Invoicing / Vendor Payment Search / Payment Information

**PAYMENT INFORMATION**

Payment Information | Review Correspondence

---

General Information

Payment Document Number	61-6120210111000000	Schedule Date	01/21/2021
Payment Date		Currency	USD
Status	Pending Payment	Payment Amount	\$790.38
		Disbursed Amount	\$0.00
		Check Number	
		EFT Number	

Referenced Invoice

Invoice Number	G78U3022	<a href="#">View</a>
Invoice Date	01/11/2021	
Log Date	01/11/2021	

Vendor

Address Code	00001
Code	270087176
UEI	TRKEP1HEBNS5
EFT Indicator	
Name	CGI FEDERAL INC.
DUNS+4 / BPN+4	145969783
Agency	
Bureau	
Agency Location Code	

[Go to top of Main Content](#)

[Audit](#) | [Send New Correspondence](#)

**Actions:**

- a. **[Send New Correspondence]:** Directs the user to send a new correspondence message to Pegasys. **Refer to Section 5 for more information on sending Messages.**
  - b. **[Audit]:** Directs the user to the Audit Log Query.
2. The following fields pre-fill and remain read-only:
- a. **DUNS+4/BPN+4**
  - b. **UEI**
  - c. **Payment Number**
  - d. **Payment Date**
  - e. **Status**
  - f. **Schedule Date**
  - g. **Payment Amount**
  - h. **Check Number**
  - i. **EFT Number** (Previously DUNS+4)
  - j. **Invoice Number**
  - k. **Invoice Date**
  - l. **Log Date**
3. Select the View hyperlink.


The referenced Invoice Information page displays or a message displays stating that the document is not available for viewing in VCSS.

**Figure 13: Referenced Invoice Message**

[VCSS](#) / [Electronic Invoicing](#) / [Vendor Payment Search](#) / **Payment Information**

**SYSTEM MESSAGES**

1 - 1 of 1 results



Invoice Not Found  
This document is not available for viewing in VSS.

**PAYMENT INFORMATION**

[Payment Information](#) [Review Correspondence](#)

## 5 Correspondence

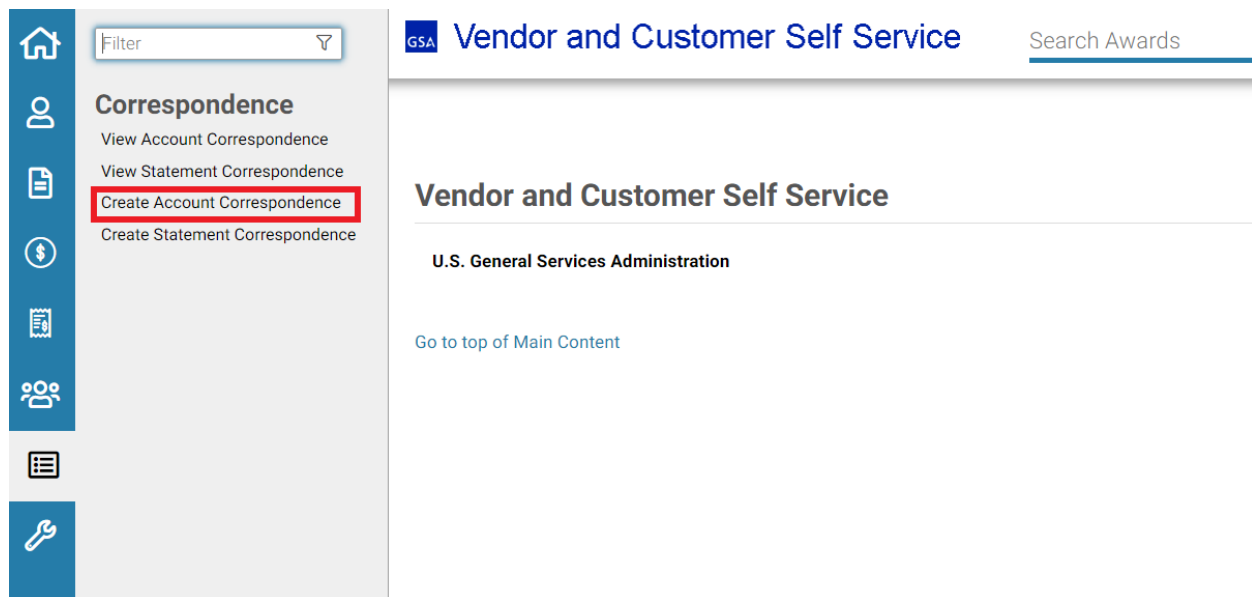
Vendors are able to send correspondence messages to Pegasys by selecting the Send New Message button on certain screens within VCSS. A message can be sent corresponding to a particular document in VCSS or it can be sent at the vendor account level. Once the message is sent, the appropriate GSA workgroup receives email notification of the new message. GSA can view the message and send a response, which will be transmitted, from Pegasys to VCSS. Vendors then can view messages sent from Pegasys within VCSS. Additionally, already sent messages may be viewed via the Message screen in VCSS.

**NOTE: For more detailed information on the Correspondence Menus in VCSS, please refer to the Billings and Accounts Receivable (BAAR) User Guide 8, Section 5.**

To create a correspondence message in VCSS at the account level, use the following steps:

1. Select **Send New Correspondence** on a document.

**Figure 14: Create Correspondence**



The Send New Correspondence tab displays. The user's email address defaults from the VCSS profile address.

**Figure 15: Send Correspondence Page**

VCSS / Correspondence / Send Correspondence

### Send Correspondence

[Submit Correspondence](#) [Cancel](#) [Attachments](#)

**Contact Person**

\* Vendor Contact First Name

\* Vendor Contact Last Name

Contact Title

Contact Phone Number

Contact Email Address

International Phone Number

**Account** ★

Account Code

DUNS+4 / BPN+4

UEI

EFT Indicator

Name

Agency

Agency Location Code

Bureau

**Correspondence**

Message Type

Subject

Message

[Audit](#)

2. Enter the **Vendor Contact First Name**.
3. Enter the **Vendor Contact Last Name**.
4. Choose a type of correspondence in the **Message Type** drop down box.

**Figure 16: Send Correspondence Drop Down**

### Send Correspondence

[Submit Correspondence](#) [Cancel](#) [Attachments](#)

**Contact Person**

\* Vendor Contact First Name

\* Vendor Contact Last Name

Contact Title

Contact Phone Number

Contact Email Address

International Phone Number

**Correspondence**

Message Type

Subject

Message

- Chargeback
- Chargeback Resolution
- Communication**
- Dispute
- Other
- Protest
- Question
- Resolution
- Sensitive Attachment Request

5. Enter a subject for the correspondence message in the **Subject** field.
6. Enter the message in the **Message** field.

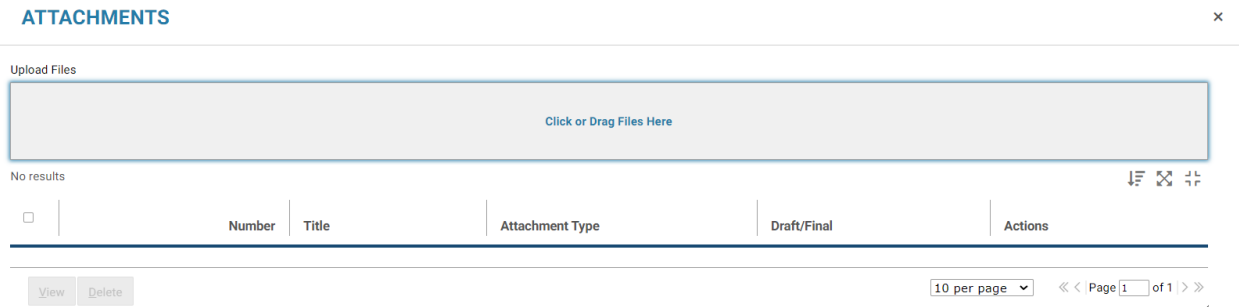
**Figure 17: Subject and Message Fields**



A form with two input fields. The first field is labeled "Subject" and the second field is labeled "Message". Both fields are empty text boxes.

7. To add an attachment to the Correspondence message, select the **Attachment** tab.

**Figure 18: Attachments Tab**

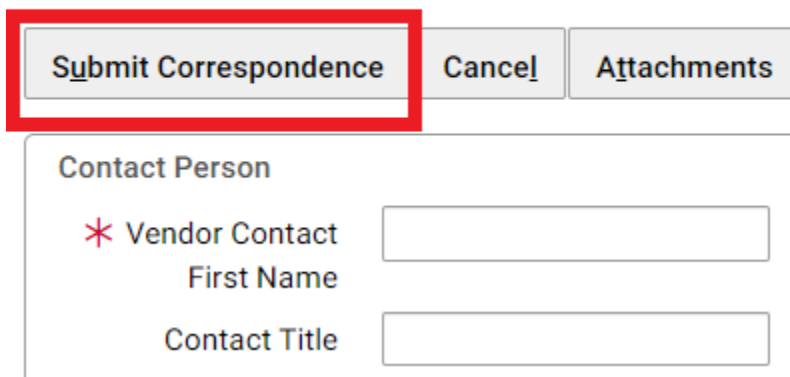


The "ATTACHMENTS" tab interface. It features a header "ATTACHMENTS" with a close button (x). Below the header is a section for "Upload Files" with a large gray box containing the text "Click or Drag Files Here". Below this is a table with columns: "Number", "Title", "Attachment Type", "Draft/Final", and "Actions". The table is currently empty, showing "No results". At the bottom, there are buttons for "View" and "Delete", a "10 per page" dropdown, and pagination controls showing "Page 1 of 1".

8. Select [**Click or Drag Files Here**] to search for a file and select a file, and then close the window.
9. Select the **Submit Correspondence** button to submit the correspondence message.

**Figure 19: Submit Correspondence Button**

## Send Correspondence



The "Send Correspondence" form. It has three buttons at the top: "Submit Correspondence" (highlighted with a red box), "Cancel", and "Attachments". Below the buttons is a section titled "Contact Person" with two input fields: "Vendor Contact First Name" and "Contact Title".

10. To cancel the message, select the **Cancel** button.

**To create a correspondence within a statement or payment, use the following steps:**

1. Within a payment, select the **Send Correspondence** button at the bottom of the page.
2. Repeat steps 2 - 10 above.

**Figure 20: Payments Information Correspondence**

VCSS / Electronic Invoicing / Vendor Payment Search / Payment Information

**PAYMENT INFORMATION**

[Payment Information](#) [Review Correspondence](#)

---

**General Information**

Payment Document Number: P6-P620190104000011  
 Payment Date: 01/15/2019  
 Status: Paid

Schedule Date: 01/15/2019  
 Currency: USD  
 Payment Amount: \$3,057.00  
 Disbursed Amount: \$3,057.00  
 Check Number:  
 EFT Number: 01604982

**Referenced Invoice**

Invoice Number: 0305 [View](#)  
 Invoice Date: 01/03/2019  
 Log Date: 01/03/2019

**Vendor**

Address Code: 00001  
 Code: 311595373  
 UEI: D88LYH2LD5J1  
 EFT Indicator:  
 Name: FLEXCO  
 DUNS+4 / BPN+4: 840456230  
 Agency:

[Audit](#) [Send New Correspondence](#)

**NOTE: To view correspondence messages initiated from Pegasys, a vendor can navigate to the particular document or navigate to the Vendor Correspondence.**

Use the following steps to search for messages in VCSS.

1. Navigate to **Correspondence** → **View Account Correspondence**. The Review Correspondence query will display.

**Figure 21: Review Correspondence Screen**

VCSS / Correspondence / Review Correspondence

**Review Correspondence**

Record Number:   
 Include Statement Number: Yes ☐  
 Statement Number:    
 Message Type:   
 Subject:   
 Message:

Created Date: From  To

Vendor:   
 Vendor Contact First Name:   
 Vendor Contact Last Name:

**Account Information** ★

Account Code:  Agency Location Code:   
 UEI:   
 EFT Indicator:

[Search](#) [Clear](#)

Use the wildcard (\*) character to search if needed.

No results

Record Number	Creation Timestamp	Vendor Contact First Name	Vendor Contact Last Name	Statement Number	Account Code	Message Type	UEI	EFT Indicator	Subject	Has Attachments
<a href="#">Send Correspondence</a>										

2. All correspondence will appear in the lower section of the screen. To search for a particular correspondence, enter search criteria and select the **Search** button.
3. To export correspondence into a spreadsheet application, select the Export Icon, and then select **[View as CSV]** or **[View in Excel]**.
4. To view a Statement Correspondence, navigate to **Correspondence** → **View Statement Correspondence**. The Statement Correspondence screen will display.

**Figure 22: View Statement Correspondence Screen**

VCSS / Correspondence / Enter Statement Number for Viewing Correspondence

Enter Statement Number for Viewing Correspondence

Billing Statement ☆

Statement Number

Account Code

Next

Go to top of Main Content

Cancel